



U.S. Department of the Interior
"To-Be" Trust Business Model
Process Template

Title: Perform Research and Analysis of Integrated Data

Identify the process in the "Verb Noun" format. (Ex: Maintain Ownership)

Process Number

B.2.2

Process Definition *Provide an overview of the process and define its starting and ending points*

| | |
|-----------------------------|--|
| 1.1 Starts With | Documented inquiry/request |
| 1.2 Process Overview | <p>The Perform Research and Analysis of Integrated Data process is intended to satisfy a majority of beneficiary inquiries or requests without additional research or transfer. If a transfer is required, this process annotates the transfer in the tracking system.</p> <p>Inquiries / requests are accommodated through querying, researching and analyzing beneficiary, financial and trust asset information residing in the trust integrated data. When a documented request is received, the trust integrated data is accessed and the necessary information assembled. Required queries on the assembled data are performed through preformatted standard menus. If necessary, ad hoc research and analysis are performed to address the more complex requests.</p> <p>The general query, research and analysis efforts produce findings for satisfying the request so that a prepared response can be communicated to the requestor. When a response is prepared and is ready to be communicated, the tracking system is annotated.</p> <p>If the query to the trust integrated data cannot satisfy the request, the requestor is automatically notified of a possible delay and the fact that the request can only be satisfied with the assistance of subject matter experts in an appropriate office; or even, a possible transfer of the request to an appropriate office. In the event that assistance from another office is required, or a transfer is necessary, the tracking system is annotated.</p> <p>It is possible that requests received via walk- in or telephone call can be addressed by accessing the trust integrated data on a real time basis and standard, formatted responses can be produced. The use of standard menu queries and standard report formats should lead to the development of information kiosks that allow beneficiaries to access their own information.</p> |
| 1.3 Stops With | Prepared information and transmittal medium. |

2. Trust Business Objectives *Identify the Comprehensive Trust Model strategic goals and business objectives to which this process contributes.*

| |
|---|
| Goal/Objective |
| Provide beneficiaries with convenient access to trust account services and information. |
| Develop an accessible point of contact who can provide any individual Indian or tribal representative with any requested trust asset information or service regardless of ownership region or area. |



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3. How should Beneficiaries be involved in this process?

Beneficiary Involvement

The beneficiary may be contacted to further understand the inquiry / request and to refine the query accordingly.

4. Organizations, Offices and Roles. Identify the DOI organizations and related roles that should be involved in performing the process.

4.1 DOI Organizations. Identify the DOI organizations, offices and individual roles that contribute to this process.

DOI organizations include the Office of the Secretary, BIA, OST, BLM, MMS, OHA, OSM among others.

Offices include Central Offices, Regional Offices, Agency(Field) Offices, etc.

All individual roles that contribute, in a significant manner, should be identified.

| Organization | Office | Role | Contribution |
|--------------|--------------------------------------|------|--|
| BIA | Agency (Integrated Servicing Office) | | Primary contact for beneficiaries |
| OST | Agency (Integrated Servicing Office) | | Primary contact for beneficiaries |
| BLM | Field Office | | Perform necessary beneficiary contact and query to the trust integrated data when the BLM officer acts as the "single point" of contact for a beneficiary's inquiry / request. |
| MMS | ICAM Financial Management | | Perform necessary beneficiary contact and query to the trust integrated data when the MMS officer acts as the "single point" of contact for a beneficiary's inquiry / request. |
| OHA | Regional Office | | Perform necessary beneficiary contact and query to the trust integrated data when the OHA officer acts as the "single point" of contact for a beneficiary's inquiry / request. |



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| Organization | Office | Role | Contribution |
|-------------------------------|---------------------------------|------|--|
| OSM | Field Office Regional Office | | Perform necessary beneficiary contact and query to the trust integrated data when the OSM officer acts as the "single point" of contact for a beneficiary's inquiry / request. |
| Compacted / Contracted Tribes | Tribal / Consortium Office | | Serve as a single point of contact for beneficiaries and depends upon the degree of self-determination. |

4.2 External Organizations. Identify the non-DOI organizations that support the execution of or contribute to this process.

| External Organization | Contribution |
|-----------------------|--------------|
| None | |

5. Event(s) Identify the events or conditions that start the process. Describe each event and indicate the frequency (daily, monthly, quarterly, etc.) in which each event is expected to occur. An event may be an external interaction (a beneficiary submits an application), the expiration of a period of time (a lease is due to expire in 90 days), or the realization of some pre-defined threshold (an IIM account reaches the automatic disbursement threshold).

| Event | Description | Estimated Frequency |
|---|--|---------------------|
| Receipt of documented inquiry / request | The inquiry / request owner performs the research and analysis to satisfy the inquiry / request. | |

6. Inputs and Outputs. Identify and describe all inputs and outputs related to this process. Inputs are information or materials used during the execution of the process; outputs are materials or information produced by the process.

6.1 Inputs

| Input | Description |
|-------------------------------------|--|
| Data from the trust integrated data | The data from the trust integrated data is analyzed and findings produced. |



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6.2 Outputs

| Output | Description |
|-------------------|--|
| Prepared response | The findings are prepared in a response format based upon the requestor's needs. |

7. Fiduciary and Legal Obligations and Controls

7.1 Obligations

Identify and describe the legal and fiduciary obligations that impact this process. For each obligation, indicate the document or commitment that defines the obligation and the citation (paragraph or section) within the document that pertains to this process.

| Obligation | Source | Business Impact |
|------------------------------|--------|---|
| Secretary's Trust Principles | | Provides guidance on responsibility for the management of the Indian trust assets, information and records. |

7.2 Controls

Identify and describe any controls (enforcement mechanisms) that may be used to ensure that the process adheres to obligations and internal process requirements. Controls may be reviews, audits, segregated duties, etc. Indicate the reason that each control should be introduced (name the obligation that a control is intended to enforce; indicate any controls required to ensure consistency or reliability).

| Control | Reason | Description |
|------------------------------------|---|--|
| Service Delivery Standards | Ensures consistency and timeliness for the delivery of trust services. | Contains performance measurement standards for the delivery of trust services. |
| Tribal Internal Control Mechanisms | Supports self-governance and ensures tribal compliance with fiduciary and legal responsibilities. | Establishes tribal standard administrative operating procedures. |

8. Mechanisms (Systems of Record) Identify the mechanisms, or systems, that are needed to support the process (ex: Ownership, Leasing, Workflow Management, Office Filing System, etc.). Indicate the information and activities, relevant to this process, that each system supports.

| System Name | Support |
|-----------------------|---|
| Trust Integrated Data | The trust integrated data is used in performing the query. |
| Tracking System | The tracking data is updated to annotate the completion of the preparation of the response. |



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9. Inter-Process Relationships Identify other trust processes that are related to this process (either predecessors or successors). If applicable, indicate the condition under which the processes are related.

9.1 Predecessors. Predecessors are processes that either produce information required by this process or that result in the need to execute this process.

| Process No. | Name | Condition of Relationship |
|-------------|------------------|---|
| B.1.2 | Document Contact | The inquiry / request is documented prior to performing research and analysis of the trust integrated data. |

9.2 Successors. Successors are processes that either use information produced by this process or that must be executed as a result of performing this process.

| Process No. | Name | Condition of Relationship |
|-------------|--|--|
| B.2.3 | Contact Appropriate Office | A contact to an appropriate office is made to obtain additional information when an inquiry / request cannot be fulfilled by performing research and analysis of the integrated data. |
| B.2.4 | Transfer Inquiry / Request to Appropriate Office | An inquiry / request is transferred to an appropriate office when it cannot be fulfilled by either performing research and analysis of the integrated data or contacting an appropriate office to obtain additional information. |
| B.3 | Communicate Information | The response to the inquiry / request is communicated to the requestor. |

10. Comments Summarize any discussion, problems, issues or recommendations that should be considered when reviewing process performance. Category Values (Note, Best Practice, Decision, Problem, Issue, Recommendation)

| Category | Comment |
|----------|---|
| Note | The service delivery standards need to be established, understood and communicated after the functional requirements of the trust integrated data and associated systems are defined. |